

Laurice Bautista

Present Location: Abu Dhabi, UAE

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Skills & Capabilities:

Strong leadership, management and organizational skills, optimize learning and potential to develop effective personal and interpersonal skills as well critical and creative thinking skills as part of all round learning experience. An ability to integrate and harmonize diversified functions amongst team. Ability to manage time, emotions and learning, work cooperatively to achieve goals and creativity in managing information, problem solving, decision making and communications.

Qualifications:

A High Caliber professional having more than 10 years of experience in the customer service and administrative fields. Effective communicator, attentive listener and patient. Highly skilled in representing employer intelligently and professionally. Has a dynamic personality in dealing with co-workers and also with different types of customers. Skilled with technical writing ability (e.g. answering customer's email and sending team's email updates regarding support or company updates.)

Professional Experiences:

Administrative Officer

Al Asayel Health & Safety

June 2017 up to the present

- √Customer management
- √Coaching and mentoring
- √Office management
- √Reports
- √Data Analysis
- √Internal and External correspondences
- √Data & Files management
- √Overall management assistance

Office Administrator/Customer Service/Sales Coordinator

Al Asayel General Trading

April 2015 up to April 2017

Abu Dhabi UAE

- √Overseeing daily operations
- √Sales Coordination- RFQ, sourcing, vendor registrations, etc.
- √Customer Care
- √Staff Mentoring
- √Recruitment/HR function
- √Office file maintenance

- √Purchasing
- √Logistics
- √Executive Assistance
- √Spreadsheet management
- √Preparation of powerpoint presentations for sales
- √Reports/Research
 - Clientele: Oil & Gas Companies and other Private Sectors

**Office Administrator/Customer Service/Sales Coordinator/Reception
Golden Island for Property Investment LLC**

March 1 2013 to March 5, 2015
Abu Dhabi UAE

Essential Functions:

- √Management Assistance
- √Overseeing business operations daily, giving attention to customer issues and troubleshooting.
- √Managing Spreadsheets and data analysis
- √In charge of procuring or purchasing locally or internationally for customer orders. Keeping track of incoming shipments.
- √Undertake other duties such as providing adhoc work in accounts, sales and customer service using tally ERP software
- √Performs HR function (sourcing of candidates, pre-screening interviews, coaching, drafting of memorandums, creation of company forms, company policy and procedural guidelines).
- √Handles company's registration for E-Vendor requirements.
- √Performing general work as instructed by the managers.

Administrative Assistant Responsibilities:

- Responsible in managing and distributing information within the office.
- Writing business letters, reports or office memoranda using word processing programs or PDF format.
- Maintenance of company records.
- Answer telephone enquiries from customers, attend to visitors and assist other staff in the organization with their enquiries
- Operates a range of office machines such as photocopiers, computers and faxes.
- Support staff in assigned project based work.
- Maintain and distribute staff weekly schedules.
- Responsible in scheduling appointments and preparing presentation materials.
- Setup and coordinate meetings and conferences.

**Benefit Administrator
GXS Philippines/ Opentext (Multinational Software Development Co)**

December 2007 – January 2013
Makati City, Philippines

Essential Functions:

- ✓ Benefits Planning/Benchmarking

- Reviews existing company benefits and prepares comparative report
- ✓ Benefits Administration
 - Processes employee benefit claims
- ✓ Wellness Programs
 - Organizes seminars for the employees
 - Health and Financial Wellness, Vaccination programs
- ✓ Benefits Supplier Management
 - Set up meetings and builds professional relationships with the company's providers for health and life insurance, salary loans
 - Contract renewal engagements
- ✓ Company Events Planning
 - (Committee Member for Year 2010 Full Year Events)
- ✓ Conducts New Employee Orientations
 - Gives the new employees a walk thru on the company and government benefits
- ✓ Business Correspondences
- ✓ Answers employee and vendor emails on a daily basis
 - employee concerns and requests
- ✓ Mentoring of student interns from universities and submits evaluation of training
- ✓ Basic Oracle application- on boarding of new hires

Recruitment Assistant

- ✓ Conducts Initial interviews, phone screening
 - Handles pre-employment requirement orientation
 - Manages employee data files

Receptionist- GXS Philippines Inc./Opentext
December 2005-December 2007-

- ✓ Answer phone calls and connects them to Employee local numbers
- ✓ Receives incoming mails and processes outgoing shipment.
- ✓ Performing general work as instructed by the managers.

Office Assistant

St. Martin Montessori School
Manila, Philippines

Essential Functions:

- ✓ Facilitates enrollment process such as
 - assessment, registration and tuition fee collection
- ✓ Issues student certifications
- ✓ Overall office administration

Bank Teller/New Accounts Clerk
Ecology Savings Bank
Manila Philippines

Essential Functions:

- ✓ Handles opening of new accounts
- ✓ Facilitates over the counter deposits and withdrawal

Educational Qualifications:

Bachelor of Arts in Broadcast Communication-
Polytechnic University of the Philippines (4-year Course)

Special Skills:

- ✓ Microsoft Office Applications · Excel, Word, **PowerPoint**
- ✓ Speed Typing
- ✓ Use of Tally ERP Software
- ✓ Basic Adobe Photoshop
- ✓ Creative Writing

Declaration:

I hereby declare that the above information is true and correct to the best of my knowledge.

Laurice Jean Bautista
Applicant